



A study of growth of private hospital

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Abstract

There were so many private hospitals, charitable hospitals, government hospitals are working in India as well as other countries. Amazing facilities, best services are offered to the patients. But patient's demand is also increasing day by day and also it is reasonable. This research paper tries to focus on the expectations of the patient in nowadays. From this research paper hospitals must want to pay full attention on the demands and expectations of the patients and hospitals should try to fulfill all demands of the patient.

Key words: Clinic, The medical facility smaller than a hospital is generally called a clinic, and often is run by a government agency for health services or a private partnership of physicians (in nations where private practice is allowed).

Hospitals – A place where a facility that provides emergency, inpatient, and usually outpatients medical care for the persons those are sick or injured people.

A private hospital is a place where a treatment was given to the patients and related services like sonography, x- Ray were also provided with that.

Patient- 1: bearing pains or trials calmly or without complaint

2: manifesting forbearance under provocation or strain

3: not hasty or impetuous

4: steadfast despite opposition, difficulty, or adversity

5: able or willing to bear —used with *of*

Introduction

The hospital is important need of human in any time when people were suffered from any disease, or ill minor or major problems of health they require a good doctor accompany with a better hospital. A hospital is a place where patients are admitted or treated with the help of qualified doctors and their equipments as well as the nurses.

Statement of Problem

Though hospital services are important & necessary in the human life the hospitals are facing problems like lack of hospital, trained nurses. so the study is necessary

Objectives

There were many demands from the side of patients. We must want to focus the demands of patient. The private hospital was running from the money received from the patient. So it is the responsibility of the hospital to pay full attention on the patient which is visiting to the hospital. (Visiting means admitting or taking treatment of taking any service form the hospital) Following are some major objectives which are from this thesis

- 1) To find out the importance of private hospital.
- 2) To find out the course of growth of private hospital
- 3) To study the growth /importance of private hospital.
- 4) To study the need of private hospital.

Research Methodology

This paper is written on the personal observation and secondary data like internet. Information from 10 private hospitals was collected from the internet. observed and the conclusion made from the observation.

Data Analysis

For the purpose of this research paper the following hospitals are observed from the information which is given on internet.

Sr. No.	Name of the Hospitals	Address	No. of Doctors	No. of supporting nurses
1	Deenanath Mangeshkar Hospital,	Plot. No. 8+13/2, Erandwane, Pune		
2	JIJAMATA HOSPITAL	Mumbai-Pune Road, Dapoli,		
3	Kering Hospital	Shatanand Complex, First Floor, Near P.M.T. Depo, Gadital, Hadapsar		
4	Lokmanya Hospital - Nigdi - Pune	Sector 27, Lokmanya Tilak Road, Pradhikaran, Nigdi. Pune - 411 044		
5	Lotus Multi Speciality Hosp...	Survey No 68A/6 Shewalewadi Phata, Pune Solapur Road, Manjari Farm, Pune		
6	Poona Hospital & RESEARCH CENTRE	27, Sadashiv Peth pune		
7	SAI SEVA NURSING HOME	S.P. College Road, Pune		
8	RANKA HOSPITAL	Rajdhani Complex, Near Shri Shankar Maharaj Marg Pune-Satara Road Pune		
9	OM HOSPITAL	Neeta Park Airport Road, Yerewada		
10	Multi Specialist Hospital - Pune	Plot No.13, S.No.573, Vivekananda Marg,Bibwewadi, Pune-41103		

Demands from private hospital

This is the era of internet and the services provided on internet is most educated people or using internet they also gathered the information which is on internet, e-healthcare. There were so many sites which were providing information on internet. After having all this information people needed hospital. In case of injury, accident, illness, diseases people required hospitals. They required urgently. So there was urgent number of ambulance available anywhere.

So people are using these services and went in a hospital. But there were so many demands of patients from private hospitals which were as follows:

- 1) Timeliness or 24 x 7 availability- hospitals were normally providing 24 x 7 services. , But in some hospital there were very few doctors which are available at the time of night in hospital. They told their patients that there were 24 hours facilities are provided but it is on board or they are telling us but actual condition is very much different from the information. Sonography, X-Ray these facilities of lab etc., are not for 24 hours. Patients are demanding overall facilities for 24 hours.
- 2) Criteria for similarities in hospital bill- different private hospitals are charging different bill for same treatment or services, like for sonography one hospital charging more amount and another hospital is charging less amount for same treatment or services.
- 3) Lack of Expert- some general hospitals are not appointing every expert or specialist in there hospitals. So there should be specialist doctors in every field at least medium and big hospitals.
- 4) Sufficient Nurses should be provided- normally when there were our patients who were admitted in a particular hospital then we can find out that there was a lack of nursing staff, for a one nurse there were 10-12 admitted patients some time. In this situation and there were conflict between all facilities provided by the hospital.
- 5) Cleanliness- Normally 60 to 70 % hospitals is clean in nowadays but the remaining 30-40 % hospitals are not clean. So it should be clean and clear because variety of patients are visited to the hospital , so some diseases are viral for that purpose the precaution should be taken for this purpose. One patient's infection should not be puts within other patients. So for this purpose precaution should be taken for the purpose of spreading such diseases.
- 6) Reliability- Now what happened people do not believe on the treatment of doctors., Because so many matters are occurred about the negligence of hospital as well as doctors., example a person is became blind after operation by doctor, some doctors had stolen kidney, some doctors had stolen womb of women, now the women could not get pregnant Because of negligence of doctors the women are died during the time of delivery., so many examples are there from which we can understand that the reliable of doctors as well as the hospitals must want to keep in their mind that this is a holy work they are doing the work of saving person. They are giving a new life to the person. If they had such a power to give a new life or new birth to the people, then normally they received blessing of God. So they should work honestly and truly. Then there after people will not interested to take second or third opinion from another specialist before doing major operation.
- 7) Provide Basic facilities to the patient- some hospitals are not providing basic facilities to the patients. So patients are demanding to fulfill the basic facilities like hospital must want to provide clean drinking water, medical store should be there within or near the hospital, clean washrooms, ventilated waiting room hall for patients and the relatives of the patients.
- 8) Do not waste the time of patients- the appointment system of many doctors are faulty, they should be checked according to the appointment, they can adjust their time in some critical situation, but other time they must be work according to the time. 15-20 minutes can people adjust but many doctors checking after 30 to 60 minutes after their scheduled time?
- 9) Information about medicine and treatment- patients are with similar disease and profile but the private providers prescribes more drugs for each and other patients. So there should be some similarities. For a similar patient and illness profile, private providers are more likely to prescribe injection drugs in an outpatient setting than are public providers.

10) Highly educated patients both receive fewer drugs and are less likely to receive injections than are lowly educated patients. Because the profit motivation is stronger in the private sector, the effect of the patient's education is stronger in the private than in the public health care market.

11) **Structured waiting list**
A structured "waiting list capacity initiative" should be designed to run for the next five years and involving both the public and the private sectors, it says. Previous attempts to outsource lists to private hospitals have had mixed results, but the association says this is because they were short-term, ad hoc initiatives.

12) extend the time of scanning equipment -Scanning equipment is already used from 7am to 7pm in many private hospitals, and the PHA says this could be extended to meet demand from outsource public patients.

13) Information about medicine and treatment-Regarding prescription -For a similar patient and illness profile, private doctors prescribe more drugs for each outpatient as compare to public providers. For a similar patient and illness profile, private providers are more likely to prescribe injection drugs in an outpatient setting than are public providers.

14) Reduction in report of waiting -There was no reason why any patient should have to wait more than 13 weeks for a diagnostic test such as an MRI or endoscopy, given the investment made in equipment by private hospitals.

15) Reservation for poor in private hospital should be kept for poor people only- At a time when some Delhi hospitals have allegedly turned away dengue patients citing shortage of beds, the government data shows nearly 30% of beds reserved for poor in private hospitals are lying vacant. In some cases, beds reserved for poor are being used to accommodate rich people, claims Ashok Aggarwal, a member of the committee appointed by Delhi high court for implementation of free bed facility. "I conducted a surprise inspection at a top private hospital, along with a representative from the directorate of health services (DHS), on Saturday. We were shocked to find paid patients languishing on beds earmarked for the poor.

16) Assessment of quality of services -
Assessment of quality of services provided by the hospitals in these days has been a serious problem for hospitals and health care organizations owing to the excessive demands imposed on them by users, consumers, government and society at large. In addition to the quality of services, measurement of patient satisfaction also has been encouraged by growing consumer orientation in health care, especially since it yields information about consumer views in a form which can be used for comparison and monitoring

Actually there was variety of demands from the side of patients like they want all the other series like X- Ray, Lab within same hospital. The office staff must want to communicate politely with patients and relatives of the patient, and if the relatives are asking the explanation of the hospital bill then it should be provided to the relatives. After reviewing all the things following points are highlighted. Patient needs the following highlighted items properly from the hospital.

- Proper Communication with doctors
- Interpersonal aspects with doctors
- Accessibility, availability, convenience in the services.
- Time spent with doctor
- Technical quality of the medical equipment which are in use
- Paramedical staff

- Physical environment
- Financial aspects
- General satisfaction.

Conclusion

Actually hospitals are rendering services which are very valuable to the people and which are life saving of people. They are doing important work. It is true that patients are surviving and can live because of hospital. The importance of hospital in view of patient is very high. But hospitals also don't forget that they are surviving because of patient and they are running their hospital from patients. So they want to consider the all basic needs of the patients and other demands as possible as their capacity of hospital. Those hospitals which are not providing services to the hospital should provide reliable services to the patients in future and also provide best services to their patients.

1) Now the doctors are prefer to visit hospitals rather than opening their own hospitals.

companies have interested into healthcare delivery. Companies like Max India, Ranbaxy Laboratories, Escorts, Wockhardt and Birla have established Specialty

Hospitals As prescribed by government of India doctors are not according to the number of patients.

1) Nurses are not according to the number of patients.

2) Supporting staff like mavashi, aaya, mama (which is helping to the patient after nurses) are also not sufficient in the ratio of patient.

3) Nowadays hospital buildings are taken on a rent by the doctors/ owner and its proportion is also more. Near by 40 % hospitals are on rent basis and it is also not affordable to the doctors to pay the rent of building and run the private hospital so its burden is automatically on patients.

4) Every hospital is not capable to appoint specialized doctor because they demanding more fees, so they are appoint visiting doctors or totally they do not appoint doctors.

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